

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

Alcohol and Drug Abuse Services

Demographics

| | | Total State Served ^a | Total Survey Returns ^b | CSTAR Women | CSTAR Women Alternative | CSTAR Child/Adolescent | CSTAR General | GTS Adult | GTS Child | Methadone |
|-------------|------------------|---------------------------------|-----------------------------------|-------------|-------------------------|------------------------|---------------|-----------|-----------|-----------|
| SEX | Male | 65.5% | 58.7% | 3.9% | 0.5% | 68.5% | 67.6% | 83.2% | 71.4% | 54.7% |
| | Female | 34.5% | 41.3% | 96.1% | 99.5% | 31.5% | 32.4% | 16.8% | 28.6% | 45.3% |
| RACE | White | 68.7% | 66.9% | 58.1% | 23.9% | 77.1% | 72.4% | 72.1% | 85.7% | 61.0% |
| | Black | 29.2% | 28.0% | 38.8% | 69.9% | 17.0% | 23.1% | 23.5% | 0% | 27.7% |
| | Hispanic | 0.6% | 1.3% | 0.7% | 2.3% | 1.0% | 1.1% | 1.1% | 0% | 3.6% |
| | Native American | 0.5% | 1.4% | 1.8% | 2.8% | 0.5% | 1.1% | 1.3% | 0% | 2.6% |
| | Pacific Islander | 0.1% | 0.1% | 0% | 0% | 0.5% | 0% | 0% | 0% | 0% |
| | Other | 0.6% | 2.3% | 0.6% | 1.1% | 3.9% | 2.3% | 1.9% | 14.3% | 5.1% |
| | | | | | | | | | | |
| AGE | | | 32.39 | 33.25 | 35.81 | 15.36 | 34.73 | 34.43 | 14.71 | 44.01 |
| | 0-17 | 9.5% | 13.9% | 0.2% | 0% | 99.2% | 0.8% | 0.1% | 100.0% | 0% |
| | 18-49 | 84.1% | 79.5% | 97.3% | 96.6% | 0.8% | 90.7% | 93.1% | 0% | 73.8% |
| | 50+ | 6.4% | 6.6% | 2.5% | 3.4% | 0% | 8.5% | 6.8% | 0% | 26.2% |

^a The demographic statistics in the columns marked Total Served are based on the number of people served in April 2001 according to DMH billing records.

^b The demographic statistics in the column marked Total Survey Returns are based on the survey returns

Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

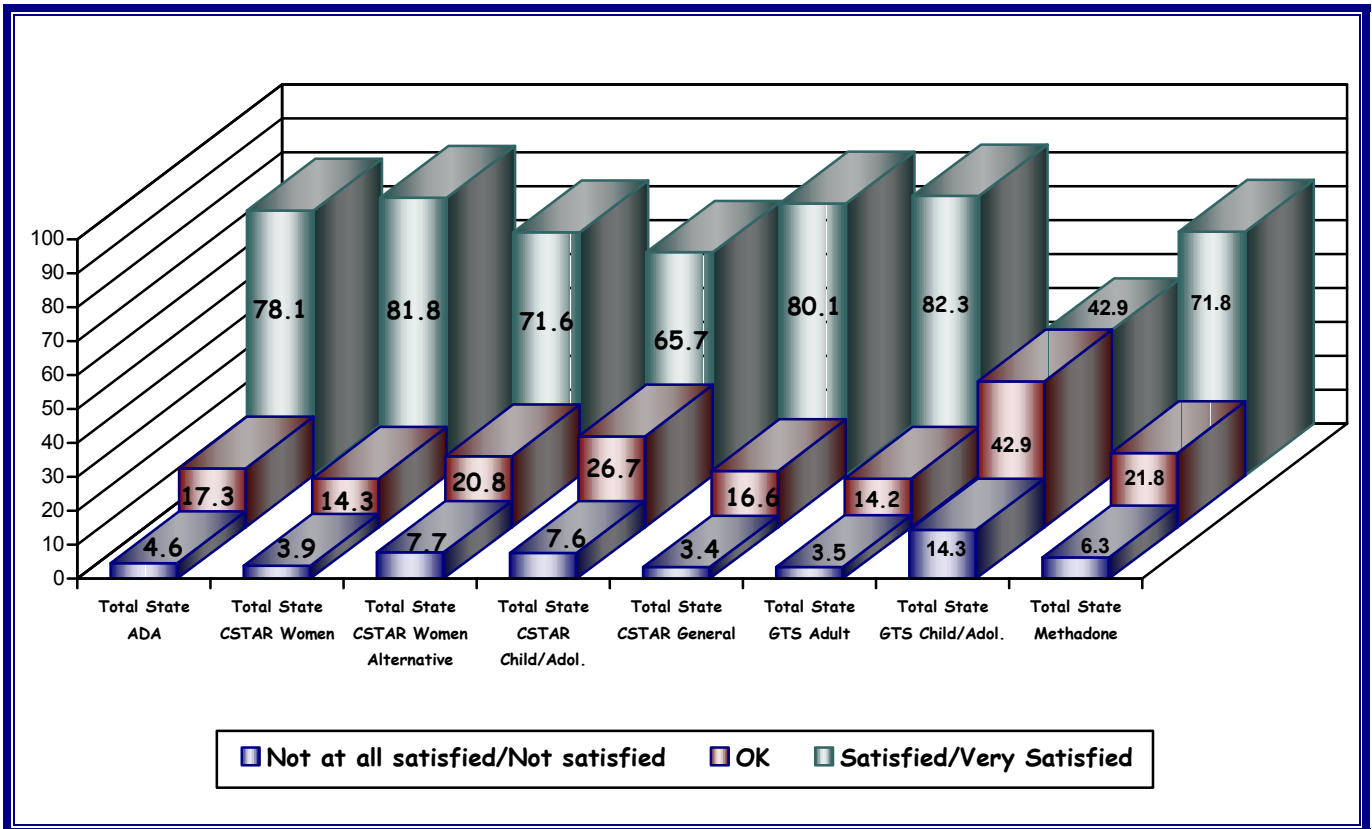
| | Number Served April 2001 | Number Forms Returned | Percent of Served Returned |
|-------------------------|--------------------------|-----------------------|----------------------------|
| Total ADA | *11246 | 3037 | 27.0% |
| CSTAR Women | 1392 | 478 | 34.3% |
| CSTAR Women Alternative | 309 | 186 | 60.2% |
| CSTAR Child/Adolescent | 970 | 404 | 41.6% |
| CSTAR General | 1700 | 553 | 32.5% |
| GTS Adult | 6745 | 1189 | 17.6% |
| GTS Child/Adolescent | 99 | 7 | 7.1% |
| Methadone | 845 | 220 | 26.0% |
| * Unduplicated Count | | | |

Services for the Deaf or Hard of Hearing: Total Agency

The following represents the percentage of affirmative responses for each item.

| | Overall Totals | Total Residential | Total Non-Residential |
|---|----------------|-------------------|-----------------------|
| Are you deaf or hard of hearing? | 5.9% | 6.7% | 5.6% |
| If yes, do you use sign language? | 6.7% | 5.4% | 7.3% |
| If you use sign language, did this agency use sign language without the help of an interpreter? | 63.6% | 66.7% | 62.5% |
| If you use sign language and the staff did not sign to you, was an interpreter provided? | 50.0% | 66.7% | 42.9% |

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Statewide, 78.1% of the consumers of ADA services who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The highest percent of consumers "satisfied" or "very satisfied" with services was in the GTS Adult program (82.3%).
- The lowest percent of satisfied consumers were found in the GTS child/adolescent program where 42.9% chose a "satisfied" or "very satisfied" rating.

Satisfaction with Services

| How satisfied are you . . . | Total State | CSTAR Women | CSTAR Women Alternative | CSTAR Child/ Adolescent | CSTAR General | GTS Adult | GTS Child/ Adolescent | Methadone |
|---|----------------|---------------|-------------------------|-------------------------|---------------|----------------|-----------------------|---------------|
| with the staff who serve you? | 4.22 (2965) | 4.31 (470) | 4.13 (184) | 3.92 (398) | 4.24 (535) | 4.31 (1161) | 2.86 (7) | 4.10 (210) |
| with how much your staff know about how to get things done? | 4.07 (2961) | 4.12 (467) | 4.02 (182) | 3.79 (397) | 4.09 (537) | 4.18 (1162) | 2.86 (7) | 3.89 (209) |
| with how staff keep things about you and your life confidential? | 4.27 (2960) | 4.26 (466) | 4.11 (184) | 4.11 (398) | 4.27 (535) | 4.40 (1160) | 2.86 (7) | 4.04 (210) |
| that your treatment plan has what you want in it? | 4.11 (2933) | 4.18 (459) | 4.08 (182) | 3.81 (400) | 4.14 (532) | 4.22 (1147) | 3.14 (7) | 3.97 (206) |
| that your treatment plan is being followed by those who assist you? | 4.15 (2924) | 4.21 (462) | 4.04 (183) | 3.81 (399) | 4.20 (530) | 4.28 (1137) | 2.86 (7) | 3.98 (206) |
| that the agency staff respect your ethnic and cultural background? | 4.30 (2907) | 4.37 (452) | 4.16 (183) | 4.15 (397) | 4.32 (524) | 4.38 (1141) | 3.29 (7) | 4.08 (203) |
| with the services that you receive? | 4.19 (2955) | 4.26 (462) | 4.06 (183) | 3.85 (397) | 4.25 (537) | 4.30 (1163) | 3.29 (7) | 4.06 (206) |
| that services are provided in a timely manner? | 4.03 (2079) | 4.12 (286) | 3.95 (181) | 3.70 (265) | 4.13 (451) | 4.14 (679) | 2.86 (7) | 3.88 (210) |
| that the staff treats you with respect, courtesy, caring and kindness? | 4.10 (887) | 3.98 (182) | - (0) | 3.75 (133) | 4.00 (87) | 4.26 (485) | - (0) | - (0) |
| that the environment is clean and comfortable? | 4.19 (885) | 4.08 (180) | - (0) | 4.05 (132) | 3.91 (87) | 4.31 (486) | - (0) | - (0) |
| with opportunities for exercise and relaxation? | 3.64 (883) | 3.31 (180) | - (0) | 3.52 (131) | 3.18 (87) | 3.89 (485) | - (0) | - (0) |
| that the meals are good, nutritious and in sufficient amounts? | 3.93 (877) | 3.61 (179) | - (0) | 3.53 (133) | 3.59 (88) | 4.22 (477) | - (0) | - (0) |
| with the childcare provided by the agency? | 3.91 (79) | 3.91 (79) | - (0) | - (0) | - (0) | - (0) | - (0) | - (0) |
| The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item. | | | | | | | | |

Some of the key findings were:

- Statewide, the participants in the Division of Alcohol and Drug Abuse programs were satisfied with the services they received. All but three mean ratings on state-level services were above a 4.00 ("satisfied").
- Consumers were most satisfied with the staff's respect of ethnic and cultural backgrounds (mean of 4.30).
- Consumers were least satisfied with their opportunities for exercise and relaxation (mean of 3.64). This item was completed only by residential consumers.
- The GTS Adult consumers were most satisfied with the services they received.

Satisfaction with Quality of Life

| How satisfied are you . . . | Total State | CSTAR Women | CSTAR Women Alternative | CSTAR Child/ Adolescent | CSTAR General | GTS Adult | GTS Child/ Adolescent | Methadone |
|--|----------------|---------------|-------------------------|-------------------------|---------------|----------------|-----------------------|---------------|
| with how you spend your day? | 3.70 (2948) | 3.79 (464) | 3.72 (181) | 3.36 (399) | 3.76 (536) | 3.78 (1159) | 2.71 (7) | 3.60 (202) |
| with where you live? | 3.74 (2928) | 3.84 (462) | 3.71 (181) | 3.62 (398) | 3.68 (532) | 3.79 (1153) | 3.43 (7) | 3.70 (195) |
| with the amount of choices you have in your life? | 3.65 (2952) | 3.83 (465) | 3.86 (182) | 3.22 (396) | 3.63 (535) | 3.76 (1156) | 2.00 (7) | 3.45 (211) |
| with the opportunities/chances you have to make friends? | 3.85 (2943) | 4.02 (464) | 3.87 (181) | 3.71 (397) | 3.85 (528) | 3.89 (1158) | 2.71 (7) | 3.47 (208) |
| with your general health care? | 3.74 (2909) | 3.85 (461) | 3.75 (182) | 3.56 (366) | 3.76 (533) | 3.82 (1155) | 3.00 (5) | 3.29 (207) |
| with what you do during your free time? | 3.75 (2941) | 3.89 (458) | 3.91 (181) | 3.60 (398) | 3.70 (534) | 3.81 (1155) | 3.71 (7) | 3.42 (208) |
| How safe do you feel . . . | | | | | | | | |
| in this facility? | 4.34 (884) | 4.43 (182) | - (0) | 4.06 (133) | 4.16 (86) | 4.42 (483) | - (0) | - (0) |
| in your home? | 4.24 (2914) | 4.18 (457) | 4.28 (183) | 4.36 (394) | 4.28 (526) | 4.22 (1143) | 4.14 (7) | 4.09 (204) |
| in your neighborhood? | 4.01 (2920) | 3.95 (457) | 3.84 (183) | 4.17 (395) | 4.08 (529) | 4.02 (1146) | 3.29 (7) | 3.81 (203) |
| <p>The first number represents a mean rating. Scale: (<i>How satisfied are you...</i>): 1=Not at all satisfied . . . 5=Very satisfied. Scale: (<i>How safe do you feel...</i>): 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p> | | | | | | | | |

Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services.
- Consumers were most satisfied with safety in the facility (mean of 4.34). Safety in the home also received a high rating (mean of 4.24).
- Consumers were least satisfied with the amount of choices in their lives (mean of 3.65).

Comparison by Gender in Residential and Non-Residential Settings Combined

The analysis compared the responses of consumers by gender on the satisfaction survey items. Only seven items showed significant difference. Females in combined settings were more satisfied with services being provided in a timely manner and with the amount of choices in their life. However, males were more satisfied with how staff kept things confidential, opportunities for exercise and with meals. Males were also more satisfied with how safe they felt in their home or agency and neighborhood.

| How satisfied are you... | Sex | | Significance |
|--|----------------|----------------|--------------------------|
| | Male | Female | |
| with how staff keep things about you and your life confidential? | 4.32 (1578) | 4.24 (1102) | F(1,2678)=4.834, p=.028 |
| that services are provided in a timely manner? | 4.01 (1031) | 4.11 (797) | F(1,1826)=4.324, p=.038 |
| with the opportunities for exercise and relaxation? | 3.74 (550) | 3.47 (304) | F(1,852)=9.492, p=.002 |
| that the meals are good, nutritious and in sufficient amounts? | 4.02 (546) | 3.75 (305) | F(1,849)=10.623, p=.001 |
| with the amount of choices you have? | 3.63 (1571) | 3.73 (1101) | F(1,2670)=4.601, p=.032 |
| with how safe you feel in your home/agency? | 4.29 (1561) | 4.18 (1081) | F(1,2640)=7.671, p=.006 |
| with how safe you feel in your neighborhood? | 4.08 (1566) | 3.93 (1083) | F(1,2647)=12.324, p<.001 |
| <p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p> | | | |

Comparison of Race/Ethnic Background in Residential and Non-Residential Settings Combined

The analysis compared the responses of consumers by different racial and ethnic backgrounds on the satisfaction survey items. Overall, Caucasians and Hispanics were more satisfied with services than consumers of other racial and ethnic backgrounds. Caucasians and Hispanics were also more satisfied with where they lived, and how safe they felt in the facility, their home/agency, and neighborhood. Native Americans felt least safe in the facility, but they rated staff highest on respecting their cultural background.

| How satisfied are you... | White | Black | Hispanic | Native American | Other | Significance |
|--|----------------|---------------|--------------|-----------------|--------------|----------------------------|
| with the staff who serve you? | 4.26 (1781) | 4.18 (743) | 4.20 (30) | 4.22 (36) | 3.93 (55) | F(4,2640)=2.592, p=.035 |
| with how much your staff know how to get things done? (a,b) | 4.11 (1777) | 4.06 (742) | 4.13 (30) | 3.91 (35) | 3.61 (57) | F(4,2636)=4.632, p=.001 |
| with how staff keep things about you and your life confidential? (a,b) | 4.34 (1775) | 4.21 (743) | 4.37 (30) | 4.34 (35) | 3.77 (57) | F(4,2635)=6.687, p<.001 |
| that the treatment plan is being followed by those who assist you? | 4.20 (1756) | 4.12 (730) | 4.23 (30) | 4.06 (35) | 3.82 (57) | F(4,2603)=3.221, p=.012 |
| that the staff respect your cultural background? (a,b,c,d) | 4.38 (1737) | 4.23 (736) | 4.21 (29) | 4.50 (36) | 3.79 (56) | F(4,2589)=9.582, p<.001 |
| with the services you receive? (a,b) | 4.25 (1778) | 4.15 (738) | 4.20 (30) | 4.08 (36) | 3.65 (57) | F(4,2634)=7.353, p<.001 |
| that services are provided in a timely manner? (a) | 4.12 (1136) | 3.96 (573) | 4.04 (24) | 4.27 (26) | 3.59 (37) | F(4,1791)=4.520, p=.001 |
| that environment is clean and comfortable? (e) | 4.20 (649) | 4.24 (164) | 4.40 (5) | 3.30 (10) | 3.68 (19) | F(4,842)=4.033, P=.003 |
| that the meals are good, nutritious and in sufficient amounts? (a) | 3.99 (644) | 3.82 (165) | 4.00 (5) | 3.70 (10) | 3.00 (19) | F(4,838)=3.986, P=.003 |
| with how safe you feel in this facility? | 4.38 (645) | 4.28 (167) | 4.40 (5) | 3.60 (10) | 4.05 (19) | F(4,841)=2.975, P=.019 |
| with how safe you feel in your home/agency? (c) | 4.29 (1758) | 4.14 (725) | 4.55 (29) | 4.06 (36) | 4.20 (54) | F(4,2597)=3.811, p=.004 |
| with how safe you feel in your neighborhood? (c) | 4.16 (1760) | 3.74 (729) | 4.13 (30) | 3.83 (36) | 3.87 (54) | F(2604)=20.325, P<.001 |
| <p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less.</i> (a) Interaction between White and Other. (b) Interaction between Black and Other. (c) Interaction between White and Black. (d) Interaction between Native American and Other. (e) Interaction between Black and Native American.</p> | | | | | | |

Comparison by Age in Residential and Non-Residential Settings Combined

The analysis compared the responses of consumers by three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. Both adults groups were more satisfied with services and quality of life than the youth, except for the perception of safety in the home and neighborhood. Youth had the highest mean rates for these items. The quality of life questions produced significant differences.

| How satisfied are you... | 0-17 | 18-49 | 50+ | Significance |
|---|---------------|----------------|---------------|--------------------------|
| with the staff who serve you? (a,b) | 3.90 (398) | 4.27 (2113) | 4.42 (136) | F(2,2644)=33.856, P<.001 |
| with how much your staff know how to get things done? (a,b,c) | 3.78 (397) | 4.13 (2109) | 4.33 (138) | F(2,2641)=29.964, P<.001 |
| with how much your staff keeps things about you and your life confidential. (a,b) | 4.09 (398) | 4.32 (2107) | 4.47 (137) | F(2,2639)=12.768, P<.001 |
| that your treatment plan has what you want on it? (a,b) | 3.80 (400) | 4.19 (2083) | 4.26 (136) | F(2,2616)=30.078, P<.001 |
| that the treatment plan is being followed by those who assist you? (a,b) | 3.81 (399) | 4.23 (2076) | 4.35 (136) | F(2,2608)=38.196, p<.001 |
| that the agency staff respect your ethnic and cultural background? (a,b,c) | 4.14 (397) | 4.34 (2064) | 4.54 (138) | F(2,2596)=13.672, p<.001 |
| with the services you receive? (a,b) | 3.84 (398) | 4.26 (2107) | 4.45 (139) | F(2,2641)=42.881, p<.001 |
| that services are provided in a timely manner? (a,b) | 3.69 (268) | 4.11 (1436) | 4.24 (101) | F(2,1802)=21.487, p<.001 |
| that the staff treats you with respect, courtesy, caring and kindness? (a,b) | 3.72 (130) | 4.16 (675) | 4.42 (38) | F(2,840)=12.459, p<.001 |
| that the environment is clean and comfortable? | 4.02 (129) | 4.22 (674) | 4.32 (38) | F(2,838)=3.171, p=.042 |
| that the meals are good, nutritious and in sufficient amounts? (a,b) | 3.52 (130) | 3.99 (669) | 4.11 (36) | F(2,832)=9.991, p<.001 |
| with how you spend your day? (a,b) | 3.35 (399) | 3.78 (2103) | 3.77 (137) | F(2,2636)=31.509, p<.001 |
| with where you live? (a) | 3.61 (398) | 3.76 (2090) | 3.81 (138) | F(2,2623)=3.340, p=.036 |
| with the amount of choices you have? (a,b) | 3.20 (396) | 3.75 (2100) | 3.81 (138) | F(2,2631)=42.226, p<.001 |
| with the opportunities/chances you have to make friends? (a,b) | 3.70 (397) | 3.90 (2093) | 3.99 (138) | F(2,2625)=7.948, p<.001 |
| with your general health care? (a) | 3.55 (364) | 3.82 (2094) | 3.62 (137) | F(2,2592)=11.062, p<.001 |
| with what you do in your free time? (a) | 3.61 (398) | 3.81 (2093) | 3.68 (138) | F(2,2626)=6.194, p=.002 |
| with how safe you feel in this facility? (a,b) | 4.05 (130) | 4.38 (672) | 4.55 (38) | F(2,837)=9.608, p<.001 |
| with how safe you feel in your home/agency? (b) | 4.35 (394) | 4.23 (2076) | 4.07 (136) | F(2,2603)=4.389, p=.013 |
| with how safe you feel in your neighborhood? (a) | 4.15 (395) | 4.00 (2080) | 3.89 (138) | F(2,2610)=4.247, p=.014 |

The first number represents a mean rating.

How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.

How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less

(a) Interaction between ages 0-17 and 18-49.

(b) Interaction between ages 0-17 and 50+.

(c) Interaction between 18-49 and 50+.

Comparison by Current Living Situation

The analysis compared the responses of consumers by their current living situation. Those who lived in the residential treatment facility and with their biological parents had the lowest mean satisfaction ratings. Those who were homeless and those in residential treatment facilities had the lowest satisfaction ratings on what they do in their free time.

| How satisfied are you... | Independent | Group Home | Residential Treatment Facility | Homeless | Biological Parents | Other | Significance |
|--|----------------|--------------|--------------------------------|---------------|--------------------|---------------|-----------------------------|
| with the staff who serve you? (a,b) | 4.32 (1500) | 4.30 (89) | 4.11 (437) | 4.29 (136) | 3.97 (181) | 4.15 (182) | F(2,2519)=8.172, p<.001 |
| with how much your staff know how to get things done? (a,b,c) | 4.18 (1495) | 4.10 (89) | 3.97 (440) | 4.23 (137) | 3.77 (181) | 3.99 (182) | F(2,2518)=9.845, p<.001 |
| with how staff keep things about you and your life confidential? (a,b) | 4.37 (1493) | 4.26 (90) | 4.19 (438) | 4.24 (135) | 4.09 (181) | 4.27 (183) | F(5,2514)=4.638, p<.001 |
| that your treatment plan has what you want on it? (b,c,d,e) | 4.19 (1483) | 4.22 (88) | 4.09 (432) | 4.26 (132) | 3.79 (183) | 4.08 (180) | F(5,2492)=6.851, p<.001 |
| that the treatment plan is being followed by those who assist you? (a,b,c,d,e) | 4.26 (1474) | 4.27 (88) | 4.08 (429) | 4.26 (133) | 3.75 (182) | 4.05 (182) | F(5,2482)=12.761, p<.001 |
| that the staff respect your ethnic and cultural background? (a,b) | 4.39 (1468) | 4.33 (82) | 4.18 (430) | 4.42 (134) | 4.13 (182) | 4.34 (180) | F(5,2470)=5.879, p<.001 |
| with the services you receive? (a,b,c,d) | 4.30 (1499) | 4.37 (89) | 4.08 (436) | 4.32 (136) | 3.83 (183) | 4.12 (181) | F(5,2518)=12.340, p<.001 |
| that services are provided in a timely manner? (a,b) | 4.16 (1194) | 4.12 (75) | 3.83 (129) | 4.00 (74) | 3.70 (181) | 3.92 (157) | F(5,1804)=9.258, p<.001 |
| that the staff treats you with respect, courtesy, caring, and kindness? | 4.24 (305) | 4.29 (14) | 4.00 (310) | 4.34 (62) | - (0) | 4.40 (25) | F(5,710)=2.612, P=.024 |
| with opportunities for exercise and relaxation? | 3.73 (303) | 3.43 (14) | 3.50 (310) | 3.97 (62) | - (0) | 4.00 (25) | F(5,708)=2.690, P=.020 |
| with how you spend your day? (a,b) | 3.81 (1496) | 3.72 (88) | 3.54 (437) | 3.79 (135) | 3.50 (182) | 3.67 (180) | F(5,2512)=7.390, p<.001 |
| with where you live? (a,c,f,g,h,i,j,k) | 3.87 (1487) | 3.66 (88) | 3.60 (438) | 3.14 (132) | 3.88 (181) | 3.38 (181) | F(5,2501)=17.033, p<.001 |
| with the amount of choices you have? (b,e,g) | 3.79 (1492) | 3.64 (88) | 3.63 (437) | 3.55 (135) | 3.27 (179) | 3.40 (182) | F(5,2507)=10.566, p<.001 |
| with opportunities you have to make friends? | 3.94 (1492) | 3.97 (86) | 3.85 (437) | 3.75 (132) | 3.75 (180) | 3.70 (180) | F(5,2501)=3.336, p=.005 |
| with your general health care? | 3.84 (1484) | 3.75 (88) | 3.72 (429) | 3.70 (135) | 3.63 (161) | 3.69 (181) | F(5,2472)=2.298, p=.043 |
| with what you do in your free time? (a) | 3.87 (1488) | 3.83 (88) | 3.59 (432) | 3.65 (135) | 3.82 (182) | 3.66 (180) | F(5,2499)=5.215, p<.001 |
| with how safe you feel in your home/agency? (a,c,e,f,g,h,i,j,k) | 4.37 (1501) | 4.18 (87) | 4.05 (420) | 3.23 (119) | 4.49 (181) | 4.09 (177) | F(5,2479)=37.842, p<.001 |
| with how safe you feel in your neighborhood? (a,c,e,f,g,h,i,j,k) | 4.16 (1502) | 3.82 (87) | 3.86 (422) | 3.07 (124) | 4.25 (181) | 3.87 (176) | F(5,2486)=30.326, p<.001 |

The first number represents a mean rating.

How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.

How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less

- (a) Interaction between Independent and RTF.
- (b) Interaction between Independent and Biological Parents.
- (c) Interaction between Homeless and Biological Parents.
- (d) Interaction between Group Home and Biological Parents.
- (e) Interaction between RTF and Biological Parents.
- (f) Interaction between Independent and Homeless.
- (g) Interaction between Independent and Other.
- (h) Interaction between Group Home and Homeless.
- (i) Interaction between RTF and Homeless
- (j) Interaction between Biological Parents and Other.
- (k) Interaction between Homeless and Other.

Comparison by Whether Resided in Residential Treatment

The analysis compared the responses of consumers by whether the individual had lived in a residential treatment facility during the past year. There were four significant items. Consumers that had not lived in a residential treatment facility were more satisfied with where they live, with the amount of choices they have in their life, with their general health care, and with what they do in their free time.

| How satisfied are you... | Residential | Non-Residential | Significance |
|--|---------------|-----------------|--------------------------|
| with where you live? | 3.64 (641) | 3.78 (1157) | F(1,1796)=6.073, P=.014 |
| with the amount of choices you have in your life? | 3.51 (644) | 3.70 (1158) | F(1,1800)=11.391, P=.001 |
| with your general health care? | 3.66 (630) | 3.81 (1141) | F(1,1769)=7.853, P=.005 |
| with what you do in your free time? | 3.73 (638) | 3.86 (1160) | F(1,1796)=5.910, P=.015 |
| <p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p> | | | |

Comparison Across Programs

A comparison was made across the different residential and non-residential programs. In general the residential CSTAR Child/Adolescent programs received the lowest ratings for satisfaction with services; GTS adult programs the highest. Significant differences were found with twenty-one items.

| How satisfied are you... | Non-Residential Programs | | | | | | Residential Programs | | | | Significance |
|--|--------------------------|----------------------------------|-------------------|---------------|---------------|-------------|----------------------|-------------------|---------------|---------------|-----------------------------|
| | CSTAR Women/Children | CSTAR Alternative Women/Children | CSTAR Child/Adol. | CSTAR General | GTS Adult | Methadone | CSTAR Women/Children | CSTAR Child/Adol. | CSTAR General | GTS Adult | |
| with the staff who serve you? (a,b,c,e,j,k,l,m,n,o,p) | 4.34 (400) | 3.99 (70) | 3.92 (265) | 4.25 (450) | 4.31 (677) | 2.86 (7) | 4.18 (184) | 3.91 (133) | 4.16 (85) | 4.31 (484) | F(9,2745)=10.348, p<.001 |
| with how much your staff know how to get things done? (a,b,c,e) | 4.15 (397) | 3.99 (69) | 3.74 (265) | 4.12 (449) | 4.20 (675) | 2.86 (7) | 3.99 (183) | 3.90 (132) | 3.94 (88) | 4.16 (487) | F(9,2742)=8.820, p<.001 |
| with how staff keep things about you and your life confidential? (c,e,l,m) | 4.24 (397) | 4.03 (70) | 4.09 (265) | 4.26 (449) | 4.40 (677) | 2.86 (7) | 4.22 (183) | 4.14 (133) | 4.29 (86) | 4.40 (483) | F(9,2740)=6.104, p<.001 |
| that your treatment has what you want on it? (a,b,c,e,p) | 4.20 (396) | 3.97 (68) | 3.78 (267) | 4.13 (447) | 4.18 (672) | 3.14 (7) | 4.11 (177) | 3.86 (133) | 4.16 (85) | 4.29 (475) | F(9,2717)=8.343, p<.001 |
| that the treatment plan is being followed by those who assist you? (a,b,c,e,m,p) | 4.24 (396) | 3.86 (69) | 3.76 (266) | 4.22 (446) | 4.25 (671) | 2.86 (7) | 4.11 (180) | 3.90 (133) | 4.06 (84) | 4.32 (466) | F(9,2708)=12.466, p<.001 |
| that the staff respect your cultural background? | 4.37 (388) | 3.99 (69) | 4.12 (265) | 4.32 (438) | 4.38 (665) | 3.29 (7) | 4.31 (178) | 4.20 (132) | 4.31 (86) | 4.37 (476) | F(9,2694)=4.615, p<.001 |
| with the services you receive? (a,b,c,e,p) | 4.32 (398) | 3.90 (69) | 3.79 (266) | 4.28 (449) | 4.28 (677) | 3.29 (7) | 4.08 (178) | 3.96 (131) | 4.07 (88) | 4.34 (486) | F(9,2739)=12.136, p<.001 |
| that services are provided in a timely manner? (a,b,c,e,h,k) | 4.09 (399) | 3.85 (68) | 3.70 (265) | 4.13 (451) | 4.14 (679) | 2.86 (7) | - (0) | - (0) | - (0) | - (0) | F(9,1859)=5.917, p<.001 |
| that the staff treats you with respect, courtesy, caring and kindness? (p,w) | - (0) | - (0) | - (0) | - (0) | - (0) | - (0) | 3.98 (182) | 3.75 (133) | 4.00 (87) | 4.26 (485) | F(3,883)=10.364, p<.001 |
| that the environment is clean and comfortable? (p,w,x) | - (0) | - (0) | - (0) | - (0) | - (0) | - (0) | 4.08 (180) | 4.05 (132) | 3.91 (87) | 4.32 (486) | F(3,881)=7.794, p<.001 |
| with the opportunities for exercise and relaxation? (p,w,x) | - (0) | - (0) | - (0) | - (0) | - (0) | - (0) | 3.31 (180) | 3.52 (131) | 3.18 (87) | 3.89 (485) | F(3,879)=16.989, p<.001 |
| that the meals are good, nutritious, and in sufficient amounts? (p,w,x) | - (0) | - (0) | - (0) | - (0) | - (0) | - (0) | 3.61 (179) | 3.53 (133) | 3.59 (88) | 4.22 (477) | F(3,873)=24.143, p<.001 |
| with how you spend your day? (a,b,c,e,h,k,o,p) | 3.85 (396) | 3.62 (69) | 3.41 (266) | 3.82 (450) | 3.79 (675) | 2.71 (7) | 3.67 (180) | 3.28 (133) | 3.47 (86) | 3.77 (484) | F(9,2736)=9.072, p<.001 |

| How satisfied are you... | Non-Residential Programs | | | | | | Residential Programs | | | | Significance |
|---|--------------------------|----------------------------------|-------------------|---------------|---------------|-------------|----------------------|-------------------|---------------|---------------|-----------------------------|
| | CSTAR Women/Children | CSTAR Alternative Women/Children | CSTAR Child/Adol. | CSTAR General | GTS Adult | Methadone | CSTAR Women/Children | CSTAR Child/Adol. | CSTAR General | GTS Adult | |
| with where you live? | 3.78 (396) | 4.00 (68) | 3.63 (265) | 3.72 (445) | 3.75 (674) | 3.43 (7) | 3.80 (179) | 3.59 (133) | 3.52 (87) | 3.84 (479) | F(9,2723)=1.903, p=.047 |
| with the amount of choices you have?(a,b,c,e,g,n,o,p,q,r,s) | 3.85 (397) | 3.94 (69) | 3.14 (263) | 3.65 (448) | 3.68 (677) | 2.00 (7) | 3.79 (181) | 3.37 (133) | 3.52 (87) | 3.88 (479) | F(9,2731)=13.244, p<.001 |
| with the opportunities you have to make friends?(q) | 3.93 (394) | 3.94 (70) | 3.68 (264) | 3.83 (442) | 3.84 (678) | 2.71 (7) | 4.10 (181) | 3.77 (133) | 3.92 (86) | 3.97 (480) | F(9,2725)=4.111, P<.001 |
| with the general health care? | 3.78 (395) | 3.99 (70) | 3.58 (238) | 3.78 (446) | 3.77 (675) | 3.00 (5) | 3.86 (178) | 3.52 (128) | 3.68 (87) | 3.88 (480) | F(9,2692)=3.098, p=.001 |
| with what you do in your free time?(k,o,t) | 3.88 (392) | 4.14 (70) | 3.69 (265) | 3.70 (447) | 3.85 (676) | 3.71 (7) | 3.82 (177) | 3.41 (133) | 3.67 (87) | 3.74 (479) | F(9,2723)=3.815, p<.001 |
| with how safe you feel in this facility? | - (0) | - (0) | - (0) | - (0) | - (0) | - (0) | 4.43 (182) | 4.06 (133) | 4.16 (86) | 4.42 (483) | F(3,880)=8.217, p<.001 |
| with how safe you feel in your home/agency?(e,u,v) | 4.22 (395) | 4.56 (70) | 4.40 (263) | 4.28 (445) | 4.35 (669) | 4.14 (7) | 4.05 (175) | 4.27 (131) | 4.26 (81) | 4.03 (474) | F(9,2700)=5.606, p<.001 |
| with how safe you feel in your neighborhood?(a) | 3.87 (395) | 4.06 (70) | 4.23 (264) | 4.09 (447) | 4.11 (673) | 3.29 (7) | 3.96 (175) | 4.03 (131) | 3.99 (82) | 3.89 (473) | F(9,2707)=3.867, p<.001 |

The first number represents a mean rating.

How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.

How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less

- (a) Interaction between CSTAR Women/Children Non-Residential and CSTAR Child/Adolescent Non-Residential.
- (b) Interaction between CSTAR Child/Adolescent Non-Residential and CSTAR General Non-Residential.
- (c) Interaction between CSTAR Child/Adolescent Non-Residential and GTS Adult Non-Residential.
- (d) Interaction between CSTAR Child/Adolescent Non-Residential and CSTAR General Residential.
- (e) Interaction between CSTAR Child/Adolescent Non-Residential and GTS Adult Residential.
- (f) Interaction between CSTAR Child/Adolescent Non-Residential and Methadone Non-Residential.
- (g) Interaction between CSTAR Child/Adolescent Non-Residential and CSTAR Alternative Women/Children Non-Residential.
- (h) Interaction between CSTAR General Non-Residential and CSTAR Child/Adolescent Residential.
- (i) Interaction between CSTAR General Non-Residential and CSTAR General Residential.
- (j) Interaction between CSTAR General Non-Residential and Methadone Non-Residential.
- (k) Interaction between GTS Adult Non-Residential and CSTAR Child/Adolescent Residential.
- (l) Interaction between GTS Adult Non-Residential and Methadone Non-Residential.
- (m) Interaction between GTS Adult Residential and Methadone Non-Residential.
- (n) Interaction between CSTAR Women/Children Non-Residential and Methadone Non-Residential.
- (o) Interaction between CSTAR Women/Children Non-Residential and CSTAR Child/Adolescent Residential.
- (p) Interaction between CSTAR Child/Adolescent Residential and GTS Adult Residential.
- (q) Interaction between CSTAR Child/Adolescent Non-Residential and CSTAR Women/Children Residential.
- (r) Interaction between Methadone Non-Residential and CSTAR Women/Children Residential.
- (s) Interaction between Methadone Non-Residential and CSTAR Alternative Women/Children Non-Residential.
- (t) Interaction between CSTAR Child/Adolescent Residential and CSTAR Alternative Women/Children Non-Residential.
- (u) Interaction between GTS Adult Non-Residential and GTS Adult Residential.
- (v) Interaction between GTS Adult Residential and CSTAR Alternative Women/Children Non-Residential.
- (w) Interaction between CSTAR Women/Children Residential and GTS Adult Residential.
- (x) Interaction between CSTAR General Residential and GTS Adult Residential.

Comparison of Residential and Non-Residential Settings

The analysis compared the responses of consumers by those who lived in a residential setting and those who did not. Six items showed significant differences based on this variable. Those not in residential settings were more satisfied with the way they spent their day, what they did in their free time and how safe they felt in their home/agency and neighborhood. Those in residential settings were more satisfied with the amount of choices they have in their lives and their opportunity to make friends.

| How satisfied are you... | Non-Residential | Residential | Significance |
|--|-----------------|---------------|--------------------------|
| with how you spend your day? | 3.74 (1863) | 3.65 (883) | F(1,2744)=5.656, p=.017 |
| with the amount of choices you have in your life? | 3.63 (1861) | 3.75 (880) | F(1,2739)=5.906, p=.015 |
| with the opportunities/chances you have to make friends? | 3.83 (1855) | 3.96 (880) | F(1,2733)=9.676, p=.002 |
| with what you do in your free time? | 3.81 (1857) | 3.70 (876) | F(1,2731)=5.646, p=.018 |
| with how safe you feel in your home/agency? | 4.32 (1849) | 4.09 (861) | F(1,2708)=30.048, p<.001 |
| with how safe you feel in your neighborhood? | 4.07 (1856) | 3.94 (861) | F(1,2715)=8.455, p=.004 |
| <p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p> | | | |